

Product Troubleshooting



Attentions

Following steps are used to resolve the problems which are seen during the usage time.

Needs to be done for all the mistakes;

1. Before attempting any repair operation defect must be verified.
2. Before defect verification device should be closed and re opened in order to check the defect.



Troubleshooting Procedure is used to test products belonging to our firm. Products, prototype cards and modified options of other firms may cause error and override the system behaviors .

If DS or IFPD doesn't work. /Power Led is not blinking;

Step 1. Plug 220V AC power cable in to the IFPD or DS AC Input socket.

Step 2. Power board input/output voltage should be controlled. If output voltages are not correct, change the power board.

Step 3. If problem doesn't solve , please reload the MB120DS Chasis sw. [See Chasis Reloading SW Procedure]

Step 4. Remove OPS module and check “OPS No Signal “ message on the screen.

Step 5. If “OPS No signal” message is exist and IFPD or DS Works in HDMI and VGA mode, OPS module may have failed. Please change OPS Module.

Step 6. If “PC no Signal” image is not exist and problem continues, monitor board may have failed, Please change Chasis.

If No Image on Screen;

Step 1. Control the power led in front of the panel.

Step 2. If it is blinking , please reload the MB120DS Chasis sw. [See Chasis SW Procedure]

Step 3. Remove OPS module and check “OPS No Signal “ message on the screen.

Step 4. If “OPS No signal” message is exist and IFPD Works in HDMI and VGA mode , OPS module may have failed. Please change OPS Module. [See OPS Changing Procedure]

Step 5. If “PC No Signal” image is not exist and problem continues, monitor board may have failed , Please change MB120DS Chasis [See MB120DS Chasis Changing Procedure]

If IFPD OPS mode doesn't work

Step 1. OPS OPS module doesn't work ,After push the start button ,Try to start IFPD with remote controller.

Step 2. If power led is blinking, "OPS No signal" message is exist and IFPD Works in HDMI and VGA mode , OPS module may have failed.

Step 3. Please change OPS Module. [See OPS Changing Procedure]

Step 4. If problem continues, please check the cable connections and change the order Chasis and Power Board. [See Cable Connections] & [See Chasis and Power Board Changing Procedure]

If IFPD touchscreen doesn't work;

Step 1. Important Note: Touch Screen start working ,after Touch Screen Device has been recognized by OS (Operation System - Windows, Linux etc.). Touch Screen doesn't work ON DOS

Step 2. Do not forget to calibrate touchscreen. [See Touch Screen Calibrate Procedure]

Step 3. Control the touchscreen USB cable

Step 4. If problem is stil continuing, Please change the Touch screen. [See Change Touch Screen Procedure]

If NO Sound in All Mode (OPS+HDMI+DP mode) ;

Step 1. Control the sound sets from the windows and IFPD or DS.

Step 2. Control the sound driver from the operating system if it is not exist try to set again.

Step 3. Control the speaker connections on the device.

Step 4. If error is stil continuing, speaker set or MB120DS Chasis may failed. Please change the order MB120DS Chasis or Speakers [See Change MB120DS Chasis and Speaker Procedure]

If IFPD or DS does not connecting to the network;

Step 1. Control the network connection cables.

Step 2. Control the network driver from the device management, if it is not exist try to install again.

**Step 3. If connection is not exist OPS module may failed. Please change OPS.
[See Change OPS Procedure]**

Step4. If connection is not exist MB120DS Chasis may failed. Please change Chasis.

If wireless network connection is not exist in IFPD or DS ;

Step 1. Control the network driver from the device management, if it is not exist try to install again.

Step 2. Control the wireless antenna.

**Step 3. If connection is not exist OPS module may failed. Please change OPS.
[See Change OPS Procedure]**

Step 4. If connection in not exist MB120 Chasis may failed. Please change Chasis. [See Change Chasis Procedure]

THANK YOU

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